



Department
for Work &
Pensions

Experimental Statistics on 2012 Scheme administered by the Child Maintenance Service

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Introduction

This publication contains information on cases being processed by the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service.

The data covers the months of August 2013 to February 2014, covering the period when the pathfinder 2012 scheme was open to new applicants with at least two qualifying children with the same two parents named in the application (from 29 July 2013) and the opening of the new scheme to all new applications on 25 November 2013. Prior to August the caseload was restricted, with the low volumes of cases handled not being representative of the overall child maintenance caseload.

These statistics are still in the early stages of development and assurance. Some of the statistics are currently collated manually by accessing core systems while the development of automated system based reports continues. The statistics have therefore been classified as experimental and may be revised in future editions.

Further information on 2012 statutory scheme publications can be found at the following link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/223513/2012_scheme_public_info_strategy.pdf

Background

The Government is reforming the child maintenance system so that it provides support to enable parents to work together after separation, not only on child maintenance arrangements, but on the whole range of issues faced following separation. Incentives are being introduced to encourage parents to think twice about whether they could set up a family-based child maintenance arrangement without automatically turning to the statutory child maintenance scheme.

For those parents who are not able to make their own family-based arrangement, the 2012 statutory maintenance scheme will be available.

The 2012 child maintenance scheme was introduced on 10 December 2012 using a pathfinder approach. On 10 December the scheme was opened to new applicants with at least four qualifying children with the same two parents named in the application. On 29 July 2013 the 2012 scheme opened to new applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.

The 1993 and 2003 statutory schemes continue to be delivered by the Child Support Agency (CSA). Once the 2012 scheme is seen to be working well, cases on the 1993 and 2003 schemes will start to close. This process is expected to take around three years.

Methodology

Data Sources

Intake and Caseload information for the 2012 statutory scheme is produced through interrogation of the Siebel case management system. At present, the intake volumes are collated manually by accessing the core system. The caseload volumes are produced via an automated report.

Telephony data is collated on an automated telephony system which routes callers to the correct caseworker. This system has a built in management information capability which produces detailed reports including calls received, calls answered and speed to answer for all calls.

Accuracy information is produced by sampling cases on the 2012 statutory scheme at relevant stages of the process. The sample is derived by manually accessing the core system.

Complaints information for the 2012 statutory scheme is collated clerically.

Definitions

Intake: This shows the number of new applications received to the 2012 statutory scheme.

Caseload: This shows the number of cases which are being managed on the 2012 statutory scheme

Telephony: This shows the percentage volume of calls answered and how many of those have been answered within 30 seconds.

Accuracy: This shows the performance on accuracy to within £1 or 2% of the correct calculation.

Complaints: This shows the number of complaints received on the 2012 scheme.

Results

The data covers the months of August 2013 to February 2014, covering the period when the pathfinder 2012 scheme was open to new applicants with at least two qualifying children with the same two parents named in the application (from 29 July 2014) and the opening of the new scheme to all new applications on 25 November 2013. The first three months of data presented are therefore not representative of the full caseload.

Intake and Caseload

- The Intake to the 2012 scheme in February 2014 was 10,210, compared to 11,610 in January 2014.
- At the end of February 2014 the Caseload stood at 36,660, which is an increase of 27% from January 2014.

Table 1: Intake and Caseload

Month	Number of New Applications received (In Month) ¹	Total Caseload
Aug-13 ²	3,370	4,480
Sep-13 ²	3,970	7,600
Oct-13 ²	3,760	10,450
Nov-13 ²	4,450	14,050
Dec-13	6,440	19,300
Jan-14	11,610	28,880
Feb-14	10,210	36,660

¹ Information sourced from Contingency MI

²

- Data is not representative of the full caseload.
- Data is subject to retrospection and therefore earlier information will not match that published in earlier releases.

Telephony

- In February 2014 98% of calls were answered, with 92% being answered in 30 seconds.

Table 2: Telephony

Month	Percentage of Calls Answered (In Month) ¹	Percentage of Calls Answered in 30 Seconds (In Month) ¹
Aug-13 ²	98	96
Sep-13 ²	97	94
Oct-13 ²	99	97
Nov-13 ²	97	93
Dec-13	96	86
Jan-14	91	75 ³
Feb-14	98	92

¹ Telephony Data sourced from OpMIS 2 system

² Data is not representative of the full caseload

³ Performance dropped against calls answered in 30 seconds in January 2014 due to an issue with calls routing incorrectly. Action was taken to redress the issue which has resulted in performance standards improving.

Accuracy

- In February 2014 Accuracy stood at 95% which is a slight decrease on January 2014 when it stood at 97%.

Table 3: Accuracy

Month	Accuracy £1/2% - last assessment (In month) ¹
Aug-13 ²	98
Sep-13 ²	97
Oct-13 ²	93
Nov-13 ²	94
Dec-13	92
Jan-14	97
Feb-14	95

¹ Accuracy Data sourced from a small system

² Data is not representative of the full caseload

Accuracy figures are derived by checking a sample of cases on which new assessments have been carried out to ensure that the calculation was accurate.

Complaints

- There were 70 complaints received in February 2014.
- The number of complaints received to date represents less than 1% of the overall caseload.

Table 4: Complaints

Month	Number of complaints received (In Month) ¹	Total complaints received (Scheme to Date) ¹
Aug-13 ²	5	10
Sep-13 ²	5	15
Oct-13 ²	25	40
Nov-13 ²	30	70
Dec-13	25	95
Jan-14	55	155
Feb-14	70	220

¹ Complaints Data sourced clerically. Data has been rounded to the nearest 5.

² Data is not representative of the full caseload

Contacts

Contact points for further information:

Press enquiries should be directed to the Department for Work and Pensions press office:

Media Enquiries: 0203 267 5129

Out of hours: 0203 267 5144

Other enquiries about these statistics should be directed to:

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Other National Statistics publications, and general information about the official statistics system of the UK, are available from www.statistics.gov.uk